

37-12: ACS PROGRAMS AND INITIATIVES	POLICY TITLE:	37-12-011: Volunteer Program
	EFFECTIVE DATE:	11/15/2012
	REVISED DATE:	08/19/2013
POLICY SUMMARY:	Provides the guidelines and parameters of the department's volunteer program.	
PURPOSE:	To describe the volunteer application process, volunteer conduct, and the department and volunteer responsibilities.	
DESIRED OUTCOME:	To aid in the department's mission that all animals in our care receive responsible and humane care. Ultimately, to save more lives through additional socialization and human interaction while providing the volunteer with a rewarding experience.	
RESPONSIBLE PARTY:	Volunteer Coordinator	
POLICY OWNER:	Live Release Manager	

POLICY DETAILS

VOLUNTEER DEFINITION

Any person who is not directly employed by ACS or contracting agency (unpaid staff), and has completed an application, background check and necessary training is considered a Volunteer and will be assigned to perform jobs that support department goals. This provision is not applicable to Foster Volunteers.

VOLUNTEER PROGRAM & VOLUNTEER SELECTION

There are three types of volunteer opportunities available:

ACS VOLUNTEER

1. Community Action Team (CAT)
 - a. Offsite events only to include adoption events, information booths, mascot appearances, satellite cat adoption centers, etc.
 - b. Minimum age: 8 years old
 - c. 8-14 years old must volunteer with a parent/guardian present at all times
 - d. 15-17 can volunteer on their own with parent/guardian consent
 - e. No minimum time commitment required
 - f. \$10 donation to cover cost of t-shirt, nametag and background check.
2. On-Site Volunteer
 - a. May volunteer on- or off-site
 - b. Minimum age: 12 years old
 - c. 12-15 years old must volunteer with a parent/guardian present at all times
 - d. 16-17 can volunteer on their own with parent/guardian consent
 - e. Minimum commitment of 3 months, with 3 shifts per month required
 - f. \$10 donation to cover cost of t-shirt, nametag and background check.

COMMUNITY SERVICE (COURT-APPOINTED)

1. All court-appointed community service volunteers must meet with the Volunteer Coordinator prior to beginning their service hours
2. Minimum Age: 16 years old
3. Individuals who have committed the following offenses will not be allowed to perform community service at ACS:
 - a. Any crime relating to theft, burglary, fraud, arson, or breaking and entering
 - b. Any drug-related crime
 - c. Any violent crime, including, but not limited to:
 - i. Animal Cruelty
 - ii. Assault and Battery
 - iii. Household Assault
 - iv. Injury to a Child
 - v. Domestic Violence
4. Community Service Volunteers are required to fill out a Community Service Volunteer Agreement and abide by outlined Community Service Protocols
5. Exceptions may be made on a case-by-case basis at the discretion of the Volunteer Coordinator, Live Release Manager, Assistant Director, or Director, for supervised court-related transformation programs

GROUPS

1. Minimum of one week advance notice or more required to schedule group
2. Due to safety issues with animals and groups, little-to-no dog interaction may occur for large scale group projects
3. Must sign group volunteer release and agreement

STEPS TO BECOME A VOLUNTEER & VOLUNTEER SELECTION

1. All Volunteers (except court-appointed and groups) must complete and submit an application (online, via fax or email, or in-person) and submit to a short interview.
 - a. Any Volunteer Application can be denied at the discretion of the Volunteer Coordinator, Live Release Manager, Assistant Director, or Director. The applicant may appeal their decision, in writing, to the Live Release Manager and then to Director's Office.
2. Upon approval by the Volunteer Coordinator, Volunteers must complete an orientation session and successfully pass a criminal background check.
 - a. Any application deemed as questionable will be subject to final approval by the Director.
3. Any volunteers with expected dog interaction must also attend a dog-walking/bite prevention safety training before beginning their volunteer experience.
4. While volunteers are asked for a regular schedule, after 3 no-call/no-shows for scheduled shifts or 6 months of absence, Volunteers will be deemed inactive and must complete entire Volunteer process again.

VOLUNTEER CONDUCT

As a representative of ACS, volunteers are expected to conduct themselves in a professional manner. Disrespectful or unprofessional behavior, sexual harassment, discrimination, vulgar language, or inability to be in compliance with ACS Patron Conduct Policy (37-15-006) will not be tolerated and volunteers may be

asked to cease their volunteer work as a result of such conduct. The following policy guidelines apply in all Volunteer situations:

1. Volunteer Coordinator will be main point of contact for all ACS Volunteers.
2. Any complaint, issue, or concern regarding a fellow Volunteer, staff member or ACS policy should first be brought to the attention of the Volunteer Coordinator, secondly the Live Release Manager, and finally the Director's office.
3. Volunteers may not bring children (non-ACS Volunteers) or personal pets to ACS while volunteering.
4. All current ACS policies, procedures, and directives are applicable to volunteers as well. Volunteers who commit minor violations of policy and procedure will be verbally counseled and coached.
 - a. Such violations include disruptive behavior, habitual absenteeism, misstatement of ACS policies, slander, etc.
 - b. Continued violations could result in additional counseling or dismissal at the discretion of the Live Release Manager, Assistant Director, or Director.
5. ACS is free at any time, with or without notice or cause, to end the volunteer relationship.
6. In accordance with received training, Volunteers must adhere to dress code policies including:
 - a. Sleeveless tops are not acceptable. Every effort should be made to wear the non-altered ACS Volunteer T-Shirt while volunteering.
 - b. Name tags should be worn at all times.
 - c. Wear comfortable closed-toe shoes. No Sandals or Flip Flops.
 - d. Shorts that are shorter than just above the knee are not permitted. Pants are preferred and must be at the waist.
 - e. No long, draping or hoop earrings; all necklaces must be tucked inside shirt.
7. Smoking, while volunteering with ACS, is not permitted.
8. Under no circumstances shall a Volunteer work at ACS or at an ACS-affiliated event under the influence of drugs or alcohol.
9. Volunteer cell phones should not be used while in the kennel buildings or walking an animal.
 - a. Volunteers may only use their cell phones in the Annex Building.
10. The following areas of the shelter are off-limits to Volunteers unless specifically authorized to enter:
 - a. Quarantine Kennel
 - b. EBI Building and crematorium
 - c. Livestock Corrals
 - d. Veterinary Clinic (unless assigned a job duty in clinic or accompanied by staff member)
 - e. Area currently being utilized by the San Antonio Humane Society (west end of Administration Building facing the employee parking lot)
 - f. Building 1 (currently being utilized by San Antonio Pets Alive!)

STAFF RESPONSIBILITIES TOWARDS VOLUNTEERS

Oftentimes, new volunteers are expected to learn a lot of information in a short period of time. To ensure that all volunteers have a rewarding experience, yet still adhering to ACS policies and procedures, it is the responsibility of all ACS staff members for the following:

1. Demonstrate proper procedure/task if volunteer needs further clarification or additional assistance.
2. Coach the Volunteer, in a respectful/non-demeaning manner, if the staff member sees or hears something that may be incorrect.
3. Work with Volunteers to ensure adherence to all ACS policies and procedures.

There is no centralized reporting structure that staff members are required to report to before demonstrating to or coaching a Volunteer. It is the intent of this policy, that staff members can immediately rectify a situation involving a Volunteer, as long as it is done so with respect, non-demeaning, and in a positive manner.

POLICY AUTHORIZATION

Signature: _____

Kathy Davis

Date: _____

8-19-13

Name: _____

Kathy Davis

Title: _____

ACS Director